

Terms and Conditions – Kerbside Collection

Eligibility

- Kerbside bookings are limited to two (2) collections per financial year per eligible property
- This service is only available to urban **residential** properties with a 3-bin service (garbage, recycle, green organics)

Council (or its Contractor will):

- Provide you with a date for collection of the items
- Confirm the date via SMS or email once your booking is confirmed
- Send a reminder via SMS or email two (2) days prior to the scheduled collection
- Collect up to two (2) cubic metres of eligible waste from the nominated property on the scheduled date
- Not collect items that are on the “Unaccepted Items” list, items over and above the two (2) cubic metre limit or items that cannot be safely lifted by two (2) people
- Leave uncollected items in a safe location on the public verge for removal by the resident(s)
- Make reasonable efforts to leave the area in a tidy manner

You agree that you will:

- Place hard waste out for collection no earlier than one (1) day before the scheduled collection date and no later than 6am on the scheduled collection date.
- Place items with a volume of no more than two (2) cubic metres in total out for collection.
- Not place items out for collection that are on the “Unaccepted Items” list or items that cannot be safely lifted by two (2) people
- Place items immediately adjacent to the property driveway to facilitate collection
- If a mattress or mattress base are being collected please place these separate to other items being collected (these are collected by a different contractor). If these are not easily accessible they will not be collected.
- Not place items on footpaths or otherwise block pedestrian or vehicle movement
- Make reasonable efforts to tidy up any items that may move/fall/shift or be moved by others until such time as the collection occurs
- Forfeit the hard waste collection allocation if hard waste is not presented on the scheduled date
- Remove any items not collected by Council or its Contractor in a timely manner and no more than two (2) days after the scheduled collection date
- Cancel or change your booking by the Friday before the booked cleanup date
- Tidy up the area where items were left after they have been collected
- **PLEASE NOTE** – Do not leave any items that you want to keep near the cleanup items, as council or the contractor will not be responsible if those items are removed during the cleanup.

Unaccepted Items List

Following items are **NOT** accepted in the Kerbside collections:

- TVs and computers, monitors
- Paints,
- Printer cartridges
- Gas bottles
- Batteries
- Florescent lights
- Oils
- Fire extinguishers
- Smoke alarms
- Construction waste (Concrete, bricks, tiles, rocks, soil, plasterboard, gyprock etc)
- Manufactured Wood lengths greater than 1.5m
- Fibre glass including baths, spas, roof sheeting etc
- Hazardous items
- Glass (windows, mirrors, fish tanks, tabletops)
- Garden waste (tree pruning, grass etc)
- Tyres
- Or any item that is deemed unacceptable or unsafe.

Accepted Items List:

- One (1) mattress **OR** one (1) ensemble base (if you have more than one mattress or ensemble base please contact Soft Landing <https://softlanding.com.au/> or take to the ACT resource management centre or Braidwood or Bungendore transfer station)
- Damaged Furniture that can be lifted by two people
- Broken toys
- Metals
- Items too large to fit into the waste to landfill bin (red lidded bin)
- Broken tools
- Damaged electrical items (No TVs or computers or monitors)
- White goods
- General household waste

If you are unsure if one of your items is acceptable or not please contact council on 1300 735025 or email wastematters@qprc.nsw.gov.au

If you make a kerbside collection booking you will be required to accept the terms and conditions.